

Quality Improvement (QI) Program Accomplishments and Progress Toward Goals 2018–2019

Every year, we tell our members, providers and community partners about the goals of our Quality Improvement (QI) Program. We also share the accomplishments we made during the past year. It is how we let people know about our activities, achievements and projects with the QI Program.

Program Achievement and Outcomes Highlights Include:

- In 2019, CalOptima was proud to once again be one of the top-rated Medicaid plans in California according to the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2019-2020.
- CalOptima's Medi-Cal program successfully achieved a commendable accreditation status by NCQA for 2019.

Quality Key Achievements

The Healthcare Effectiveness Data and Information Set (HEDIS®) is the nationally recognized tool that we use to measure the quality of health care our members receive. These are high-level results of our HEDIS 2019 (measurement year 2018) efforts:

- Medi-Cal: 68% of the measures (42 of 62) scored better when compared to previous year.
- OneCare: 44% of the measures (12 of 27) scored better when compared to previous year.
- OneCare Connect: 26% of the measures (26 of 43) scored better when compared to previous year.
- All clinical measures with a minimum performance level (MPL) set by Department of Health Care
- Services achieved goal.
- The following measures made significant improvement from the previous year:
 - Children's Access to Primary Care Practitioners
 - Adult Access to Preventive and Ambulatory Health Services
 - Appropriate Testing for Children with Pharyngitis
 - Appropriate Treatment for Children with Upper Respiratory Infection
 - Antidepressant Medications Management
 - Follow-up After Emergency Department Visit for Mental Illness
 - Pain Screening in Older Adults
 - Medication Reconciliation Post-Discharge

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of patient surveys rating health care experience. These are high-level results of our adult and child CAHPS 2019 (measurement year 2018) efforts:

- The following areas made improvements from the previous year:
 - Rating of Personal Doctor
 - Rating of Specialist
 - Getting Care Quickly

Program Activities Include:

Healthy Community

CalOptima is building a healthy community for our members through our Quality Improvement Projects (QIP). In 2018–2019, improvement projects focused on enhancing or improving:

- Promotion of effective management of chronic disease: Diabetes HbA1C Testing
- Diabetes care for members with poor control (HbA1C >9 percent)

- Adults' access to preventive/ambulatory health services (AAP)
- The number of members with a completed individualized care plan and documented discussions of care goals
- Control of blood pressure
- Prevention of unplanned hospital readmissions
- Reduction of avoidable hospitalization and other adverse events for nursing facility residents

Member Satisfaction

CalOptima measures quality and service to our members in many ways, including:

- Issuing an annual survey for our members to rate their satisfaction with several important areas like getting needed care, getting care quickly, how well doctors communicate and rating of health plan
- Monitoring and acting on quality of care complaints and grievances
- Monitoring and acting on any identified issues with calls into our customer service center
- Reviewing member satisfaction survey results alongside potential quality of care complaints and grievances, as well as member call center data to identify any provider patterns that require intervention or corrective action
- Hosting monthly team meetings to review data reflective of member experience pain points and act to address them to improve the member experience

To improve member experience, CalOptima has launched a provider coaching pilot that includes:

- Physician shadow coaching
- Physician, manager and staff workshops and trainings to improve customer service
- Physician-patient communication online training for physicians

Access to Care

CalOptima is working to improve access for members by:

- Regularly monitoring our provider network to assure that our members have access to care and services.
- Working with our contracted health networks to ensure that there is an adequate network of providers with an appropriate panel size.
- Monitoring our providers through a mystery shopper call to assure our members can obtain timely appointments.
- Collaborating with providers to host CalOptima Days, a health and wellness event targeting well-care visits and immunizations for children and teens.

These activities reflect CalOptima's commitment to the quality of care that our members receive from our provider partners. Although individual measures may vary in their level of accomplishment, our overall effort has been a considerable success. As we continue to monitor our performance and refine our methods, we are confident that our QI efforts will continue to make a positive impact.

Quality Health Care Delivery System

Our action plan to produce a quality health care delivery system is to engage and support providers in the provision of quality health care services for our members. In 2018–2019, CalOptima worked in collaboration with our contracted health networks and providers to improve the following children and women's health measures:

- Prenatal and Postpartum Visit

- Cervical Cancer Screening
- Breast Cancer Screening
- Childhood and Adolescent Immunizations and Well-Care Visits

Additionally, we collaborate with providers and members to educate them in the appropriate use of antibiotics when the diagnosis is bronchitis.

Program Goals for 2019–2020:

- To maintain the top-rated Medicaid plan in California according to the NCQA Medicaid Health Insurance Plan Ratings
- To attain a 4.5 health plan rating according to the NCQA Medicaid Health Insurance Plan Ratings by 2020
- To maintain accreditation status by NCQA in 2020
- To continue to be recognized as having “Outstanding Performance 2019” for a large-scale plan by the Department of Health Care Services (DHCS)
- To attain a 3.0 consumer satisfaction score, according to the NCQA Medicaid Health Insurance Plan Ratings in 2020

If you would like a hard copy of the QI Program and Progress in Meeting Goals, call CalOptima’s Customer Service department toll-free at **1-888-587-8088**, 24 hours a day, 7 days a week. We have staff who speak your language. TTY users can call toll-free at **1-800-735-2929**. Visit us at **www.caloptima.org**.